

Table Name	EMS – Communications Measures
Description	Data contained in this table documents Austin-Travis County EMS (ATCEMS) Communications Center workload and performance.
Row Label / Contents	Each row contains EMS Communications workload and performance data for one calendar month.
Data Source(s)	<p>Data contained in this table comes from several sources:</p> <ul style="list-style-type: none"> • 911 Call Count and Grade of Service are obtained from the ECaTS reporting system provided by the Capital Area Council of Governments (CAPCOG). • Call Processing Interval is calculated using data from the department Computer-Aided Dispatch (CAD) data warehouse. • MPDS Compliance is calculated by the Advanced Quality Assurance (AQUA) system used by Communications Center personnel to assess center performance. • Performance targets are determined by ATCEMS management.
Update Frequency	Monthly
Creation Date	25 March 2016
Created By	Lynn Cohee
Unique Identifier	hjne-yn95
URL	https://data.austintexas.gov/Public-Safety/EMS-Communications-Measures/hjne-yn95
Tags / Keywords	atcems, communications, ems, 911, workload, performance, 911 calls, mpds compliance, call processing, grade of service, ambulance, emergency medical services, austin, travis county

The following metadata is available in the “About” tab of the table in the Open Data portal, and is not replicated in this document:

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|------------------------------------|--|
| • Last date updated | • Permalink |
| • Category | • Short URL |
| • Permissions (generally “Public”) | • Department (“Emergency Medical Service”) |
| • Row count | |

Data Dictionary

Column Name	Format	Description	API Field Name
Month Key	Number	Year and month for record in <yyyymm> format (e.g. 201407). This format is useful for sorting records.	month_key
Month-Year	Date time	Month-year for report. This column contains the first day of the month. It is formatted to present only month and year.	month_start_date
911 Call Count	Integer	Count of phone calls received through 911 system.	count_calls_911
Grade of Service	Percent	Percent of 911 calls answered within 10 seconds of initial ring.	percent_gos
Grade of Service Target	Percent	Performance target for percent of 911 calls answered within 10 seconds of initial ring.	percent_gos_target
Calls Processed Count	Integer	Count of calls included in Call Processing Interval indicators.	Count_calls_processed
Call Processing Interval	Integer	Average amount of time required to dispatch the first unit to an incident, measured from the time that the 911 call is answered. This value is reported in seconds.	average_call_processing_interval_seconds
Call Processing Interval Target	Integer	Performance target for Call Processing Interval. This value is reported in seconds.	average_call_processing_interval_target
Call Processing Compliance	Percent	Percent of calls processed that are completed in 90 seconds or less.	Percent_call_processing_compliance
Call Processing Compliance Target	Percent	Performance target for percent of calls processed in 90 seconds or less.	Percent_call_processing_compliance_target

Column Name	Format	Description	API Field Name
MPDS Triage Compliance	Percent	Communications Center compliance with Medical Priority Dispatch System (MPDS) standards. NOTE: This column will no longer be populated effective January 2018 due to changes in ATCEMS Communications reporting systems. This measure has been replaced by a new bundle of MPDS indicators, contained in the table EMS – Communications – MPDS Compliance , available in the Open Data Portal.	percentage_triage_compliance_mps
MPDS Triage Compliance Target	Percent	Performance target for compliance with Medical Priority Dispatch System (MPDS) standards.	percentage_triage_compliance_mps_target

Related Open Data Tables

Table Name	Notes
EMS – Communications – MPDS Compliance	This table contains data for MPDS Compliance performance indicators that take the place of “MPDS Triage Compliance” beginning January 2018. The table contains data going back to June 2014.

Licensing

Licensing information is available at <https://www.austintexas.gov/coa-open-data-licensing>

Edit History

Edited By:	Edit Date	Edit Description
David Andersen	01 Aug 2018	Update metadata document to current format. Add additional metadata elements as needed.
David Andersen	21 Mar 2018	Update definition of [MPDS Triage Compliance] column to note cessation of this indicator, its replacement with the new MPDS bundle, and the resultant change in data table contents. Add following columns for Call Processing Compliance indicator: <ul style="list-style-type: none"> • Calls Processed Count • Call Processing Compliance • Call Processing Compliance Target
David Andersen	25 Mar 2016	Final release of initial metadata reference.